CENTRAL SQUARE

EC1

Mount Anvil:
Building your London

MOUNT ANVIL

HOMEOWNER'S MANUAL

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To Draft

WELCOME

We'd like to welcome you to your new Mount Anvil home at Central Square. We hope you'll be very happy here.

We've put together this Homeowner's Manual to provide you with all the information you should need about your home and the facilities and services available in and around it. Please take the time to read through it carefully. If you have any questions, please feel free to contact our Customer Care department.

ADDRESS

Your new address is:

75 Dance Square
London
EC1V 3AL

WARRANTY

For added peace of mind, your home is covered by a ten year NHBC Buildmark warranty. This means that Mount Anvil, for the first two years after legal completion, and NHBC from years three to ten, take responsibility for any problems that arise with your new home due to defects in either materials or workmanship.

All the details of your policy will be given to you by your solicitor, as well as the Buildmark booklet and the 'Guide to Your New Home'. If you need any further help or clarification, you can contact NHBC direct:

NHBC

T: 0844 633 1000
W: www.nhbc.co.uk

WHILE WE'RE STILL BUILDING

Please bear with us while we finish building the rest of the homes at Central Square. We'll make sure access to your home is clean and safe, but unfortunately a little noise and dust is inevitable - we'll try to keep this to a minimum.

We would be grateful if you didn't approach our construction staff with any questions or problems you might have - instead, please direct them to our Customer Care department to make sure that they're dealt with effectively.

USEFUL NUMBERS

Customer Care

Mount Anvil

T: 020 7776 1816

Emergencies

Mount Anvil 24 Hour Helpline

T: 07958 364567

Managing Agent

Mount Anvil (CSM)

T: 020 7776 1800

Warranty Provider

NHBC

T: 0844 633 1000

Local Council

London Borough of Islington

T: 020 7527 2000

Electricity Supplier

British Gas

T: 0800 048 0202

Electricity Emergency

EDF Distribution

T: 0800 028 0247

Water Supplier

Thames Water

T: 0845 9200 888

Water Emergency

Thames Water Leakline

T: 0800 714 614

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LOOKING AFTER YOU

WHO TO CONTACT

At Mount Anvil, we endeavour to create outstanding properties, and we want you to be as happy with your new home as we are.

If, during the first two years after you've legally completed, you find that something is not quite right, or you have a question, please feel free to contact our Customer Care department using the details below:

A: Mount Anvil Customer Care Department
140 Aldersgate Street
London
EC1A 4HY

T: 020 7776 1816
E: customerservices@mount-anvil.com

IN AN EMERGENCY

In the unfortunate event that you find yourself with a home emergency, we can be contacted outside of working hours. Details of what we class as an emergency can be found below; if we decide that your problem falls outside of these criteria, please be aware that you might be charged for callouts and/or repairs.

- No hot water or heating
- A water leak that is causing damage or getting into an electrical fitting
- No electricity
- Blocked drains causing overflowing internally or externally
- Toilet blocked or not flushing, if there is only one in the home
- Broken lock on a window, door or garage door meaning the property isn't secure
- A roof leak that wasn't caused by storm damage (this will be covered by your insurer)

Emergency contact number: 07958 364567

IF YOU'RE NOT HAPPY

We aim to deliver excellent customer service. In the unlikely event that you're not happy with the service you've received, please contact our Customer Care department using the details opposite.

If you feel that your issue hasn't been dealt with to your satisfaction, you're able to refer the matter to NHBC. NHBC can in turn contact the Consumer Code's independent Resolution Scheme, which provides a third party to assess both sides of the matter and reach a resolution.

SURVEY

We know that once you've moved in, you'll be busy unpacking and beginning to enjoy your new home.

Approximately six weeks after you've moved in, you'll be contacted by a company called In-House, who are conducting a short customer satisfaction survey on our behalf. We would be grateful if you could take a few minutes to complete this - any feedback from our customers is very valuable in helping us to improve the service and products that we offer.

Thank you in advance for your involvement.

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MOVING CHECKLIST

CHANGE OF ADDRESS

You'll need to inform lots of organisations about your move - below is a list of suggestions.

- Bank and Building Society
- Catalogues
- Clubs and associations
- Credit card companies
- Doctor and dentist
- DVLA - you'll need to change both your driving licence and your car's registration certificate
- Employers
- Gyms or health clubs
- H M Revenue & Customs
- Internet provider
- Insurance companies
- Magazine and newspaper subscriptions
- Mobile phone companies
- National Savings and Premium Bond companies
- Opticians
- Pension providers
- Professional associations and trade unions
- Rental companies
- Satellite TV companies
- Schools and colleges
- Store loyalty cards
- TV Licensing
- Telephone provider
- Vets

You can also pass your new details to a large number of organisations at the same time by visiting the I Am Moving website:

W: www.iammoving.com

The following websites will also be helpful for changing your address details:

W: www.direct.gov.uk/motoring

W: www.hmrc.gov.uk

W: www.tvlicensing.co.uk

OTHER THINGS TO DO

- Set up your new electricity, water and heating accounts
- Finalise your utility accounts from your old home
- Tell your local authority you've moved, and make sure they update their council tax records and the Electoral Role
- Register your appliances so your warranty is valid
- Instruct Royal Mail to redirect your post, if required
- Check your home's contents are fully insured

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YOUR LEASE

Please make sure you take the time to read through your lease and familiarise yourself with it - it details all your responsibilities as a lessee. The most important details are:

SUBLETTING

If you'd like to sublet your home, you'll need to get permission from the freeholder first. Please make sure your tenants read this manual too, so that they know how to work and look after all aspects of the home.

Please note that Mount Anvil can't be held responsible for any damage caused by either yourself of your tenants not following the manufacturers' recommendations.

We also recommend that you employ a good letting agent to take care of the renting out of your home.

ALTERATIONS

The freeholder must give permission for any alterations you make to the structure of your home. Please be careful when drilling or nailing into ceilings or walls, as cables and pipes run directly beneath the surface.

It's also worth noting that the plasterboard on your walls may also act as a fire, acoustic or vapour barrier, and you could affect the safety of yourself or your neighbours if you penetrate them.

PETS

You can only keep pets if you obtain permission from the freeholder first. Please note that the consent may be revoked if valid complaints are received from neighbours.

NOISE

Please try not to make too much noise in your home or elsewhere on the development that could cause annoyance.

Your TVs or music should not be audible outside your home.

REPAIRS

It's your responsibility as the lessee to keep your home in good condition. You can only have works carried out on your apartment within specific time frames - please refer to your lease for more details.

TELEVISION EQUIPMENT

You mustn't attach any aerials or other equipment to the outside of the building. Your apartment has been prewired for digital terrestrial and Sky+ should you choose to subscribe to either of these at a later date.

WINDOWS

Please make sure you fit your windows with proper curtains or blinds, which need to have a cream or natural coloured lining. Don't hang clothes, flags, etc., from your windows.

AT YOUR DISPOSAL

MANAGING AGENT

The Managing Agent has been appointed to maintain the communal areas of the development, both externally and internally. Should you need to contact the Managing Agent, the details are:

Mount Anvil (CSM) Ltd

A: 140 Aldersgate Street
London
EC1A 4HY
T: 020 7776 1800

Service Charges

Each resident on the development will pay for the maintenance of the communal areas via their service charge. This is billed twice a year, covering the periods from January to June and July to December.

Your ground rent is also paid annually.

CONCIERGE

Central Square has a concierge service to help you with your day-to-day needs and to organise general running of the development.

LETTERS & PARCELS

Letters and small packages will be delivered to your individual post box in the ground floor entrance of your block.

RUBBISH & RECYCLING

You can dispose of household refuse and recyclable items in the communal bin store, located in the basement car park. You'll need your bin store key to access this, which you should have been given. Please refrain from leaving refuse outside your apartment or the bin store; this is a fire hazard as well as being unhygienic.

If you have a bulky item of waste that you need collecting, e.g. furniture or white goods, please contact:

London Borough of Islington Council

T: 020 7527 2000

ACCESS

You were provided with key fobs at handover that allow you to operate the entrance gates and communal front door. To enter the building, hold the fob up to the reader panel and the door will unlock.

Visitors

A video phone is provided in the hallway of your apartment, linked to a panel at the building's entrance.

When a visitor presses the call button for your apartment at the entrance panel, a tone is activated on your video phone. You can lift the handset to hold a two-way conversation with the visitor and a live image of them is displayed on the screen. You can open the block entrance door by pressing the lock release button on the handset.

LIFT

A lift is available in the building to all residential floors and the basement car park.

Don't use the lift in the event of a fire.

CCTV

For your security and peace of mind, the development has been fitted with CCTV cameras to all principal areas.

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PARKING

If you've chosen to purchase a space in the underground car park, please make sure you park your car within the space and display the permit you were given on legal completion. For further advice about parking in the Borough, please contact:

London Borough of Islington Council

T: 020 7527 2000

Travel Plan

This development has been designed in accordance with a travel plan approved by the local council. This is an initiative that encourages residents to use local transport and reduce the use of cars. Therefore, no onsite parking has been provided unless you have chosen to purchase a car parking space.

Cycle Storage

In accordance with the travel plan for the development, 300 cycle storage spaces have been provided on site.

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THE SURROUNDING AREA

DOCTORS

City Road Medical Centre

A: 190-196 City Road
London
EC1V 2QH
T: 020 3316 8570
W: www.cityroadmedicalcentre.org.uk

The Neaman Practice

A: 15 Half Moon Court
London
EC1A 7HF
T: 020 7600 9740

DENTIST

Old Street Dental Clinic

A: 169 Old Street
London
EC1V 9NJ
T: 020 7253 5982
W: www.oldstreetdentalclinic.co.uk

A&E DEPARTMENT

Moorfields Eye Hospital

A: 162 City Road
London
EC1V 2PD
T: 020 7253 3411 / 999
W: www.moorfields.nhs.uk

MINOR INJURIES UNIT

St Bartholomew's Hospital

A: West Smithfield
London
EC1A 7BE
T: 020 7377 7000

PHARMACY

Apex Pharmacy

A: 199 Old Street
London
EC1V 9NP
T: 020 7253 2586

PRIMARY SCHOOLS

St Luke's C of E Primary School

A: Radnor Street
London
EC1V 3SJ
T: 020 7253 3880

Moreland Primary School

A: Moreland Street
London
EC1V 8BB
T: 020 7253 8144

SECONDARY SCHOOL

City of London Academy - Islington

A: Prebend Street
London
N1 8PG
T: 020 7226 8611
W: www.colai.org.uk

COLLEGE

Hackney Community College

A: Shoreditch Campus
Falkirk Street
London
N1 6HQ
T: 020 7613 9000
W: www.hackney.ac.uk

POST OFFICE

A: 205 Old Street
London
EC1V 9QN
T: 0845 7 22 33 44
W: www.postoffice.co.uk

LIBRARY

Finsbury Library

A: 245 St John Street
London
EC1V 4NB
T: 020 7527 7960
W: www.islington.gov.uk

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ELECTRICITY

Supplier

British Gas

T: 0800 048 0202
W: www.britishgas.co.uk

Supply

The electrical supply enters your home through the electricity meter. Wires leading from the meter go to the consumer unit. This unit contains the main on/off switches and a number of MCB trip switches (miniature circuit breakers), which protect individual circuits.

Tripped Circuits

If a circuit trips:

- Disconnect any appliance that you think may have caused the problem
- Switch the affected MCB on the consumer unit back on to restore the circuit
- To be sure you've identified the faulty appliance, reconnect it and see if the MCB trips again. If it doesn't, try connecting other appliances to check if they're faulty
- If you still can't find the fault, call an electrician, as you may have a fault inside a socket or switch, or an intermittent fault

Electrical Test Certificate

If you haven't already been given the Electrical Certificate for your new home, please let us know and we'll arrange for this to be issued. The original electrical installation of your home should be inspected within ten years.

Please keep your certificate in a safe place.

Power Cuts

Before contacting Mount Anvil to report loss of power, you should check with your neighbours or your supplier to find out whether this is due to works on site or locally, or a fault.

Replacing Downlighter Bulbs

Please make sure you allow downlighter bulbs to cool down before attempting to replace them.

SUPPLIER CHOICE

You're free to change your suppliers from those listed to the company of choice - please visit Ofgem's website for more details.

W: www.ofgem.gov.uk

LOCAL COUNCIL

Should you need to contact your local council regarding council tax, refuse collection etc., their contact details are below.

London Borough of Islington

A: 222 Upper Street
London
N1 1XR
T: 020 7527 2000
W: www.islington.gov.uk

TELEPHONE

You can request the connection of a telephone line to your home by contacting your chosen supplier. Although the master socket will already be cabled and ducted, you may be charged for the connection of extra sockets in other areas of your home.

TELEVISION

Your home has been prewired for digital terrestrial and Sky+ television, should you choose to install these at a later date. Please be aware that this may be subject to charges for connection, subscription or equipment.

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WATER

Supplier

Thames Water

T: 0845 9200 888
W: www.thameswater.co.uk

Supply

Your home has its own mains supply, which comes directly from a water meter to a stoptap within your home. This stoptap will shut off all water to your home if you need to, for example in an emergency or if you go on holiday. There will also be an additional stoptap next to the meter.

Waste Water

Waste water from your kitchen and bathroom is drained directly into the underground drainage system. You're responsible for the upkeep of all your fittings and their waste plumbing.

If you experience a localised blockage, try using a flexible rod or suction cup to remove it. If this doesn't work, empty the sink or basin by hand and put in a good quality drain cleaner. If this fails, carefully unscrew the plastic trap underneath the sink or basin (remembering to place a container beneath it to catch any waste water), remove the blockage and screw the trap back in place.

Dos and Don'ts

- Don't throw any medicines down the toilet
- Don't empty large quantities of bleach or similar into the system
- Don't empty cooking oil down the sink
- Always check the packaging to see if a product can be safely disposed of down the drainage system
- Don't use too much washing powder in your washing machine
- Do regularly flush basin/bath/shower pipe work with disinfectant to clear soap residue

Mount Anvil won't accept any responsibility for a blockage that needs a plumber/drainage company that is a direct result of not following the recommendations given above.

In the event of the above, Mount Anvil reserves the right to recover any costs.

For further information, please see Thames Water's 'To Flush Or Not To Flush?' literature, enclosed within the Appendices section.

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HEATING & HOT WATER

Central System

Heating and hot water in your apartment are provided by a CHP system. This has a central boiler plant that serves all apartments, plus a network of underfloor heating pipes and a heat interface unit (HIU) in each individual apartment. Further information can be found in the CHP pack you were given when you moved in.

Underfloor Heating

Heating in your apartment is provided by underfloor heating, meaning hot water is circulated through a network of pipes beneath the first layer of your floor to gently warm the air above it.

Please bear this is mind if fitting floor coverings yourself; any finish that is thicker than those designed to be used with underfloor heating might reduce the effect. Additionally, you should never drill or nail into your floor, as you risk damaging the pipes below the surface.

Bathroom Warm Wall

One wall in your bathroom has also been designed as a 'warm wall', and contains a heating mat directly behind it.

Under no circumstances should this wall be drilled or nailed into.

Controls

The temperature and program timings of your heating and hot water can all be controlled from your heat interface unit. Full instructions can be found in the CHP pack you were presented with when you moved in.

Metering & Billing

All apartments on the development are billed individually for the heat and hot water they've used.

Insite Energy is responsible for metering and billing the heat usage for all apartments at Central Square.

Instructions on how to set up your account with Insite Energy can be found in the CHP pack you were provided with.

Insite Energy's contact details are given below.

Insite Energy

A: 20 Stoney Street
London
SE1 9AD

T: 020 7036 9100
W: www.insite-energy.co.uk

LETTING YOUR HOME ADJUST

A lot of water went into building your new home, and you need to allow time for this water to gradually work its way out. This usually takes between 6 and 18 months, depending on the weather while your home was being built. It's likely that this evaporation won't be noticeable, but it can damage your home if you don't let it adjust properly.

The slower the water works its way out of the structure of your home, the less chance there is of cracks forming. You can do this by keeping your home at an even temperature while it's adjusting. You should also try not to turn your heating to above 20°C (unless weather conditions are extremely adverse). The structure should be allowed to warm up gradually, and large fluctuations in temperature should be avoided wherever possible.

VENTILATION

The moisture escaping from your home needs to be allowed to escape to avoid problems such as dampness and condensation, which can eventually lead to mould. Leave your windows open for as long as you can during the day, and leave trickle vents open if you go out.

- Make use of your whole house ventilation system to remove warm, moist air from your home
- Make sure you use the extractor hood in your kitchen when cooking
- Leave internal and wardrobe doors open to let air circulate inside (except fire doors)

SHRINKAGE CRACKS

As your home dries out and is lived in and heated, the materials used to build it will shrink, which might cause small cracks to appear. These aren't faults, and can easily be filled once your home has dried out using a suitable DIY product.

The exact time it takes for your home to dry out depends on how closely you follow the drying out instructions, but it should be between 6 and 18 months.

If you choose to redecorate your home, we advise you to wait until it has completely dried out, as paint that is applied too soon is liable to crack as the moisture from the structure works its way out. Mount Anvil can't be held responsible for damage to decorations which have been applied too soon.

Mount Anvil can't take responsibility for fixing shrinkage cracks.

CONDENSATION

Once your home has finished drying out, you shouldn't have any more problems with condensation. Even then, some every day activities, such as washing clothes, cooking and bathing produce lots of water vapour, which can also cause condensation. This will mean that colder surfaces (such as the insides of your windows) get misted up with water as the vapour turns to liquid. It can cause mould on walls and ceilings, especially in corners behind wardrobes and other furniture where air can't easily reach.

If left untreated, it can damage bedding, clothes, floor coverings, decorations and the actual home itself. However, condensation is one of the most common problems in newly built homes, and there are many simple ways you can reduce it:

- While your home is drying out, keep the heating on at a constant low temperature. Don't let it go unheated for a long period of time
- Don't use portable gas heaters, as these produce a lot of water vapour
- Leave your windows open whenever possible. If it's not possible, make sure the trickle vents are open

INTERNAL COLOURS & FINISHES

PAINT

Throughout	Dulux White Vinyl Matt

KITCHEN

Furniture

Manufacturer	Hatt T: 01299 251320 W: www.hatt.co.uk
Cupboards	High gloss vinyl wrapped with soft close function
Worktops	White Corian
Tap	Abode ACT2034 chrome

Appliances

Oven	Siemens HB13AB521B
Hob	Siemens ET975TG11E or Siemens ET651EE11E
Combi Microwave*	Siemens HB84E562B
Microwave*	Siemens HF25M5L2B
Extractor Hood	De Dietrich DHD7000X or Neff D4618X0GB
Fridge/Freezer	Beko BC50F
Dishwasher	Beko DW600
Washer/Dryer	Zanussi ZWD12270W1
Wine Fridge*	Baumatic DW300SS (300mm) or BFW46SS (600mm)

** if applicable*

FLOORING

Tiles	Colchester Tiles Techno Grigo 600 x 600mm
Carpet	New Windsor Greenwich

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SANITARYWARE

Bath	Kaldewei Classic Duo 1700 x 700mm
Basin	Unique Avante Oval Corian
Tap	Vado Special Geo in Chrome
Shower	Crosswater Rio Illuminate
Shower Tray	Vitra Zero in White 1200 x 800mm
Shower Enclosure	Majestic Vigo Frameless
WC	No Code Igloo

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FLOOR FINISHES

Carpet

To keep your carpet looking its best, we recommend that you vacuum it regularly, which will remove potentially damaging dirt and grit - a major cause of premature ageing and wear.

Any small stains should be treated as soon as possible, blotting the area not rubbing. For large or stubborn stains, we advise you to contact a professional carpet cleaner.

Your carpets might develop dark patches caused by uneven crushing of the pile in wear. This can't be prevented and can't be classed as a manufacturing defect. The blending process of the fibres is random and may result in a lined effect. This is normal for the type of carpet and not a manufacturing defect.

Ceramic Tiles

You can clean your ceramic floor tiles with a soft cloth and a mild detergent solution.

Avoid cream cleaners and abrasive agents, as these will scratch the surface finish.

Floating Floors

Some of your floors are be constructed of battens on acoustic cradles, overlaid with chipboard and ply – these are known generally as 'floating floors'. They're designed to give slightly as you walk over them, so please be aware that this isn't a fault.

KITCHEN

Appliances

Before calling the manufacturer for a repair to one of your appliances, please first check the following - you might be able to solve the problem yourself:

- Is the power switched on and the plug in the socket properly?
- Has the fuse blown?
- Has an MCB on the consumer unit tripped?
- Is the door shut properly?
- Is the inlet hose squashed or blocked?
- Is the appliance stuck in programme mode?

Please note that you will have to register yourself as the owner of your appliances to validate your guarantee - booking a claim or repair might not be possible if you haven't done this. Please see your separate box file for your user instructions.

Cupboards

You can clean your kitchen cupboards very easily using warm, soapy water and a soft cloth. Avoid using cream cleaners or abrasive products, as these can dull the surface shine and scratch the finish. For more information, please see the relevant section in the Appendices.

Please be aware that some colour might come off the surface during the first clean, but this should stop afterwards.

Worktops

Your Corian© worktops are easy to take care of - it's best to wipe up spills immediately so they don't stain. Rinse the surface well with warm water and a soft cloth, dry thoroughly, then apply a thin layer of standard kitchen spray cleaner and wipe off. Check the manufacturer's guidelines for more stubborn stains.

WINDOWS

You can clean your window frames easily using warm soapy water and a clean cloth, then dry them thoroughly.

HANDLES & LOCKS

Make sure you keep the moving parts on your windows and doors well-oiled - this will make sure they work properly and aren't damaged.

FIRE SAFETY

Smoke Detector

There will be at least one smoke detector in your home, powered by the mains with a battery back-up, so it'll still work if you have a power cut.

You should test it at least once a month by pushing the test button for one to ten seconds - the alarm should sound and an LED should flash. You should also vacuum the unit occasionally to prevent dust building up.

Never paint or disconnect a smoke alarm. It could save someone's life.

Heat Detector

A heat detector is installed in your kitchen, and will detect the sudden rise in temperature associated with a fire.

Fire Prevention

Follow these guidelines to reduce the chances of causing a fire:

- Make sure your smoke and heat detectors are working
- Don't overload electrical sockets
- If you light candles or cigarettes, make sure you put them out
- Don't use portable heaters with a flame. Use a convector heater
- Avoid storing things in the cupboard containing the electrical distribution board

Emergency Procedures

If a fire breaks out in your home:

- If you can, close the door to the room containing the fire, and get yourself and anyone else out of the apartment
- Don't stay behind to try to put out the fire
- CALL THE FIRE BRIGADE!

If a fire breaks out elsewhere:

- You must leave your home if smoke or heat affects it. If possible, close all doors and windows to limit the spread of fire
- The fire brigade should always be called to a fire, even a minor one, immediately. Don't hang up until you're sure they have the correct address, or they might be delayed

Automatic Opening Vents (AOVs)

Automatic opening vents have been fitted in the ceilings of the communal areas. These use the thermal lift of smoke to channel it outside in the event of a fire, and shouldn't be opened manually.

SAFETY ON A SITE

Once you've moved into your new home, it's very likely we'll still be building others on the development. Please take extra care when moving around the development, and warn other members of your household about the dangers of building sites.

We'll keep noise and dust to a minimum, and ask that you bear with us while we finish building.

ELECTRICAL SAFETY

To reduce the risk of death, injury and fire caused by faulty electrics, government legislation gives restrictions on making alterations to the electrical system in your home.

Your local council must approve any electrical jobs, unless they are carried out by a registered installer. You can find more information about Building Regulation Part P - Electrical Safety at the Planning Portal website.

W: www.planningportal.gov.uk.

It's also a good idea to take note of these safety guidelines:

- Check that plugs are properly earthed and have the right fuse
- Replace any damaged leads - don't just repair with tape
- Don't overload power sockets
- Always use hand held power tools or equipment with residual current devices (RCDs), which cut the power immediately if the cable is damaged
- Place extension leads and power cables where they won't be damaged or be a danger

DIY SAFETY

When considering any DIY projects within your home, please bear your personal safety in mind. Check your tools are in good working order, and use safety equipment, such as a dust mask, if necessary.

You may need permission from the freeholder before making certain alterations to your home.

Walls & Ceilings

If drilling into walls or ceilings, please be aware that there is a network of pipes and cables below the surface. We suggest you use a cable detector to locate these before starting any work. You shouldn't drill into the area around 9 inches above, below or either side of any electrical fitting.

The internal walls of your apartment are a dry lined plasterboard finish on metal stud work, and you need to take care when fixing to them.

Very lightweight items can be fixed using adhesives, if the manufacturer's instructions are followed carefully. The bond can be no stronger than that of the paint to the wall, and please be aware you risk damaging the paintwork if you decide to remove it.

Pictures and other small items can be hung from picture hooks, but for heavier items you will need to use wall plugs designed for use on drylining and hollow partitions. These are available from good hardware and DIY shops.

If fixing into a tiled wall, make sure the end of the wall plug is level with the plaster surface and not the tile, or you risk cracking the tile when tightening the fixing.

It is possible to fix items to your ceiling, but please make sure you don't suspend heavy objects. Your ceilings are constructed from plasterboard fixed to the underside of metal framing sections - these cannot be fixed to.

Health & Safety File

Under the Construction (Design and Management) Regulations 2007, we're required to provide you with the health and safety information for your new home to allow future construction projects to be carried out safely.

This is held at our office, and can be viewed if required.

KEEPING YOUR HOME SECURE

Your home has been provided with a spare spur point for a security alarm system, in case you'd like to have one installed at a later date. Additionally, we recommend taking the following measures to enhance your home's security:

- Arrange for a neighbour to keep an eye on your home if you go away
- Make sure you keep your external door locked, even if you're at home
- Keep your windows locked, especially if you live in an apartment on the ground or first floor
- Never leave valuable and easily transportable items, like car keys or iPods, where they can be seen
- Photograph valuable items and use marker pens to add your post code and apartment number, so that your property can be traced if recovered after a theft. Also make a note of all serial numbers
- Make sure that the contents of your home are fully insured against fire and theft

ENERGY SAVING TIPS

- Turning the temperature in your home down by just 1°C saves energy and reduces your heating bill
- Household appliances left on standby still use energy - remember to turn them off
- Replace ordinary light bulbs with energy saving ones
- Try not to leave lights on in rooms not being used
- Only fill your kettle with the amount of water you need, and regularly descale it
- Set your washing machine to wash at lower temperatures
- When using your washing machine or dishwasher, wait until you have a full load or use the half load setting

WATER SAVING TIPS

- Take a shower rather than a bath
- Don't leave the tap running while brushing your teeth
- Repair dripping taps
- Keep a jug of water in the fridge rather than running the tap until the water is cold

REDUCING WASTE

- Try to buy items with less packaging
- Recycle everything you can, and if it's not part of your recycling collection service, take it to one of your local recycling banks
- Try to only buy the food you need, and think of ways to use leftovers
- Donate unwanted furniture or other items to local charities, and advertise anything unwanted on a website such as Freecycle, rather than throwing it away